

CHARITY SHOP REOPENING PACK v2.0

Version history:

Document history	Version number	Date	Next stage
Opening draft for comment	0.1	30/4/20	Staff comment
Incorporating staff comments	0.2	30/4/20	Further staff comments to follow; board approval for certain items
Additional staff and board comments incorporated	0.3	1/5/20	Awaits government developments 2/3 May
Further comments incorporated	1.0	4/5/20	Publication on website for wider comment cycle and discussion at opening meeting on 6/5/20
This draft: Comments incorporated from members' meeting, board, various external bodies including Primary Authority. Major revision of legionella to remove prescriptive advice. Risk management document incorporated as Appendix 1.	2.0	7/5/20	To be revised if necessary post Government announcements 10/5/20

Preamble

Welcome to the Charity Retail Association (CRA)'s reopening pack. Please note that this document is **constantly subject to change** due to changes in government guidance – please compare the version number listed above to the version on the CRA website to ensure you are reading the latest version.

We are extremely grateful to the numerous CRA members who have contributed time and effort to making this pack as comprehensive and useful as it could be. And also to the CRA staff team who have spent many hours collating and codifying an enormous amount of information into one coherent documents.

Structure

In order to create what is hopefully a logical structure for this document we have created three sections: the bricks and mortar and physical side of the shop, the people issues, and the commercial considerations. Clearly there is some overlap and we have tried wherever possible not to duplicate, so it would be advisable to read the whole pack or use searches to find the specific information you are looking for.

Risk assessment

We would expect all of our members to carry out a detailed risk assessment prior to reopening. This entire document may be useful in that respect, but please ensure at the very least you consult the extremely useful information in Appendix 1 prior to undertaking your risk assessment.

Status coding

Everything that follows in this pack is colour coded according to the following scheme:

Red items are those that we consider **mandatory**, ie legally required or mentioned in government guidance.

Amber items are those that are not legally mandated, but are **strongly recommended** by the CRA board (which consists largely of highly experienced charity retailers).

Green items are those that we recommend you consider against the requirements of your own businesses

Assumptions (nb this section may change over time)

Clearly there are many unknowns with regard to the guidance being offered (or not offered) about health and safety, Personal Protection Equipment (PPE) and other matters. This section lists the assumptions made within the current drafts.

- It is assumed that shops will open before the current COVID-19 pandemic is considered over.
- It is assumed that social distancing of 2 metres will be required even after the opening of shops
- It is assumed that frequent handwashing and the use of protective gels will be mandatory
- It is assumed that the use of personal face masks and protective screens will *not* be mandatory

National differences

In a limited number of cases guidance is differing in each part of the UK. Where we are able to we are noting such differences and it is anticipated this will increase in future versions of the document. NB the legal aspects of this document are NOT applicable outside the UK, although of course many of the practical considerations will be.

Finally

Please note that this document is intended to cover the opening period only, and it may be necessary to treat all the advice herein as temporary or “pilot”. The situation is bound to change quickly and frequently and you must keep your working practices **under constant review** rather than stick rigidly to what is suggested.

Institute of Fundraising support

This document is supported by the Chartered Institute of Fundraising. Alongside this reopening pack for charity shops, organisations will also want to be sure that they are following the right guidance for other areas of fundraising. For more information and advice please go to www.institute-of-fundraising.org.uk.



Primary Authority

This document has been checked by the CRA's primary authority.



1. Bricks and mortar – shop and shop-related issues

1.1 Deciding which shops to open when

1.1.1 Timings

We do not yet have clear sight of when the Government will lift lockdown restrictions, or if they will be lifted simultaneously across the country. During the reopening meeting on the 17th April, discussions were held around how long it will likely take shops to open from the date that we are given the go ahead. Most members agreed that 7-10 days would allow sufficient time to prepare shops, rally teams and open doors.

There are a number of things to take into account when deciding when to reopen. Amongst these are:

- Availability of staff and volunteers. Will you be able to resource your shops when they are open?
- Location and size of shop. Do government restrictions apply? Do you want to spread your open shops across many locations or cluster them? Do you have better resources in one area (eg those nearest your head office) than in others?
- Profitability of shop. Do you want to open more profitable shops first to maximise immediate income? Or do you want to open less profitable shops first to concentrate on bringing them back?
- Availability of stock. Will your shops have sufficient stock to make opening worthwhile?

1.1.2 Phased or in one go?

Clearly you must consider whether to open all shops at the same time or a phased opening plan based on income, space, staff levels, stock levels, priority maintenance issues and government guidelines. A phased opening plan allows for thorough preparation and organisation of the shops, effective distribution/utilisation of available staff/volunteers, but obviously reduces the amount of income you can return to your charity at a time when they will need it most.

For information, we have included the polling results from the reopening meeting on 17th April 2020:



1.2 Safety and equipment

1.2.1 Fire

- Ensure that all fire extinguishers and ensure that have not missed their service date.
- Test fire alarms and ensure any connections to fire brigade, police etc, are working.
- Ensure all exit routes are clear and unobstructed
- Ensure all exit doors are unlocked and available without the use of a key
- Carry out a fire alarm test as soon as possible when the premises are open to staff and public. Ensure any faults on the system are rectified by a qualified fire alarm engineer as soon as possible. Test links to an alarm receiving centre are working, where appropriate
- Ensure fire doors remain closed at all times.
- Ensure the emergency lighting system is operating correctly
- Ensure all staff are aware of the fire safety procedures
- Carry out a fire drill
- We have been made aware of cases where staff are reluctant to return to work because of infection control linked to the opening of fire doors. We would recommend that the wedging of doors is discouraged. In benign office/shop areas we would be reluctant to endorse any doors being wedged open, these are low risk areas where staff should be washing their hands regularly so the chance of virus spread would be considered to be low.

1.2.2 Mould, pests and legionella

- Inspect the property carefully for pests and mould and take any necessary corrective action
- Undertake a legionella risk assessment, bearing in mind that each shop will have different statuses and requirements.
- For a detailed guide and Q&A on Legionella control during the COVID-19 pandemic, please see the 'Legionella Control' documents on the CRA website.
- A useful guide to the steps you need to take can be found at: https://www.esamid.org/fileadmin/src/media/PDFs/3Research_Protocols/ESGLI/COVID_buidling_water_system_guidance_27_3_20_v4_DS.pdf. The advice from our Primary Authority partners is that if water is not flushed for less than a month and if there are no at-risk systems such as showers then steps 1 to 10 in this document can be followed and testing may not be required.

1.2.3 Electrical

- Take appropriate professional advice on the order with which to restart your electricity network – this will depend on whether it was turned off at the mains or not. Be aware that turning everything on at once might cause a power surge which will cause disruption or damage.
- Undertake a visual inspection of all portable electric equipment before using it to ensure there are no signs of damage to the appliance, plug or cables.
- Recharge or replace any back-up batteries that have been depleted.
- Ensure that intruder alarms (if fitted) are still working and advise the alarm monitoring station of any re-opening.
- Ensure that any CCTV cameras fitted are still working and appropriately positioned.

- Check the latest PAT dates on equipment as they may have missed a scheduled check.

1.2.4 Electronic - EPOS, PDQ, tablets

- Again take appropriate professional advice on the order with which to restart your electronics network, if necessary by contacting your EPOS provider. Be aware that any electronic appliances such as tills and tablets may require a substantial period of updating before they can be used again. Many EPOS providers have produced reopening guides specific to their systems so ensure you contact them before reopening. What follows is general advice for all electronic systems.
- If you made the decision to power off your broadband router or any internal network related equipment including Wireless Access Points (if you have a wireless network in store) you should turn these back on 1-3 days before officially reopening so you can check that there are no issues with the broadband connection.
- Updates and patches - Most PoS devices use Windows/Linux based operating systems, similar to that you would find on your home PC or Laptop. In order to keep your PoS and Back Office devices secure it is vitally important that the Operating System (OS), Drivers and Applications are kept up to date, in fact for certain updates, it is a PCI requirement. A lot of updates and patches are created to fix flaws that security researchers have found in the OS or software. If left unpatched it can leave your PoS devices vulnerable to Hackers, Malware and other malicious adversaries. Ideally you should have a process in place to ensure the PoS devices are updated on a regular basis, at least monthly.
- If you have turned off all your PoS tills during this lockdown, bear in mind that once you start the tills again, subject to your I.T policy to patch updates, it may slow down your tills and require multiple reboots to get to the most recent patch build before your tills start to perform optimally again and be secure.
- Antivirus - All PoS and Back Office devices should have some form of Antivirus installed. Antivirus helps protect your devices against Viruses, Malware, Ransomware, Malicious Intrusions etc. In order to be effective, Antivirus needs to be updated regularly, to keep you protected against the latest threats usually this requires some form of paid subscription. The Antivirus should be protected by password so that it cannot be turned off by a user or Adversary.
- One other thing to note, Generally, it is also a PCI requirement to have some form of Antivirus installed on your PoS devices, but does depending on a number of other factors on your infrastructure.
- Tablet & Mobile Devices - Your PoS environment may also utilise Tablets and Mobile devices. Mobile devices and Tablets also require regular OS and Application updates to protect them from vulnerabilities. They should also have some form of Antivirus package installed, if available. It's just as important to protect Mobile and Tablet devices as any other device, these devices may also be connected to your PoS network, therefore an unprotected device could provide a route into the PoS network for an intruder.

1.2.5 Fly tipping and removal of accumulated rubbish

With shops closed, some charity shops have experienced donations (or in some cases actual waste) being left outside the shop. These pose an environmental health concern, fire risk and may limit access for key services.

If you encounter such items when you re-open your shop, we would advise you in the first instance to contact your local authority to find out if they will collect it - see the template letter in the Appendix. Some charity members have approached their local authority and asked for support in clearing rubbish or donations left outside whilst shops are in lockdown. Most were supportive so it may be worth contacting your local council to see if they will be happy to do this. Other boroughs have said they are currently closed but would be willing to collect once restrictions are relaxed. The Local Authority Recycling Advisory Committee (LARAC) have confirmed local authorities are unlikely to prosecute charities for donations left outside shops during this time. A portal for reporting fly tipping incidents is available [here](#).

In some cases, charity members have used their drivers and un-furloughed staff to drop by some shops to, along with other duties, check any donations that have been left outside. Others have established close relationships with the local community so there is usually someone keeping an eye on anything that may be dumped. If needed, private waste collectors may be available. One member reports that the best available rate they have discovered is £55 for up to 2 cubic metres.

Additionally, your local Business Improvement District might be able to help with removing fly tipped donations – we know that this has happened in some areas.

1.2.6 Other opening tasks checklist

Check for break-ins, leaks and other property-related issues	
Ensure you immediately photograph any problems you encounter	
Remove any inappropriate posters from your shop window	
Contact staff and volunteers (see next section)	
Update any emergency contacts as necessary, especially if some staff and volunteers are no longer available	
Ensure van drivers are back on stream (subject to restrictions itemised below)	
Inform local stock partners that you are open (if applicable)	
Replace any still applicable campaign POS in your windows	
Redress your windows	
Inform any local services (e.g. window cleaners) that you are now open again	
Adjust any answering machine message on your phones as appropriate	
Adjust any email out-of-office messages as appropriate	
Ensure your key log is brought up to date	

Reset any passwords as necessary	
Read meters	
Contact the police to inform them that you have reopened	
Contact your insurers to inform them that you have reopened	
Contact any town centre radio links schemes to inform them that you have reopened	
Make contact with your neighbouring shops to inform them that you have reopened	
Reset your safe	
Recreate your float	
Complete any outstanding bankings	
If you created a grab bag ensure it is replenished and repositioned in the shop	
Clean shop thoroughly – shop floor products, fixtures and fittings, back of house, toilets, kitchens, storage, vehicles, existing stock etc.	
Unseal the letterbox	
Consider removing curtains from staff areas to reduce the risk of contamination	
Consider allocating cleaning tasks on a rotational basis to staff/volunteers so that it gets done continuously	

1.3 Stock and donations

1.3.1 Receiving donations in shop

Steps should be taken to maintain social distancing in and, immediately outside the shop. You should put up signage reminding donors to keep 2 metres away from other people and not to enter the shop if they have any COVID-19 symptoms; a current list of symptoms can be found [here](#). Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another in the shop and to prevent people dumping donations outside the shop. If a shop's layout and space allow, this could include a fenced off/floor marked path that splits donors from customers. If possible, a staggered or contactless donation system could help alleviate the number of people who come to the shop at once. Shops could accept donations when closed but not when trading (e.g. accept donations 9-11am and 4-5pm each day).

1.3.2 Storing and isolating (quarantining) donations

Current guidance from Public Health England (PHE) estimates that COVID-19 can survive on inanimate objects for up to 5 days at temperatures of 22 to 25°C and relative humidity of 40 to 50% (which is typical of air conditioned indoor environments). However, this does depend on the type of surface with studies showing COVID-19 can last up to 72 hours on plastic, 48 hours on stainless steel, 8 hours on copper, and 24 hours on cardboard.

As a precautionary measure, you should wait 72 hours before sorting newly donated stock. Alternatively, where this is not possible you should seek to process newly donated stock last, and consider cleaning donations. A useful guide to cleaning donations is in production by Zero Waste Scotland and will be referenced in the next version of this guidance.

Members have given examples of isolating donations in warehouses, donated containers and, in some cases, taking on new, unoccupied, units in shopping centres. Other members have said their smallest shops will only be used to accept donations and won't be actually trading, at least in the immediate weeks after lockdown relaxes. These separate areas may, depending on size, be used as a drop off point to keep donors away from the shop floor. If, owing to shop size, isolating shop donations is not practical, clear space where feasible and keep new donation handling to an absolute minimum for 72 hours. Ensure staff/volunteers wash their hands regularly where donations are being stored. Please refer to our overall risk management document for further information, to be found in Appendix 1.

You could consider using a traffic light or colour coding system to identify the date of donation of stock items.

Some of our members are considering the use of a kitemark or similar on goods which are on sale to identify clearly to customers (and staff and volunteers) those items which have been isolated.

1.3.3 Space considerations

We would strongly advise considering whether to promote a culture of phoning shops amongst donors. In some cases, this might not work; but if it was possible to influence donors to phone before travelling to donate this would be enormously helpful.

At our meeting on the 6th May a number of other useful suggestions were made as to how space problems for keeping donations could be mitigated. Amongst these were:

- Setting up alternative reception points for donations, and using social media to signpost to these locations. These could be:
 - A different part of the shop
 - A larger shop
 - A shop that remains shut for this purpose
 - Borrowing or renting premises elsewhere in the community (eg a vacant shop)
 - A warehouse
- Offering Gift Aiders priority donations
- Use third parties (eg Boxmove) to collect and store larger items until you have the time and space to accept them
- Having set times each day, or set days each week, to receive donations

1.3.4 Sorting donations

We have previously produced guidance and resources on handling donations prior to the rise of COVID-19. We would advise members continue these practices in addition to the guidance in this pack. These resources are available on our Guidance page under 'Health & safety and fire safety' [here](#).

Anyone sorting donations should wash their hands with soap and water for 20 seconds regularly, and definitely before and after sorting, when they arrive to work and before they

leave. If possible, set up a pop-up handwashing station with soap and water/hand sanitiser next to the sorting area.

Disposable gloves should be worn whilst sorting stock. Any gloves that are used to handle potentially contaminated donations will themselves become potentially contaminated so should be safely removed and disposed of immediately after use before touching any other surfaces and the sorter should wash their hands/apply hand sanitiser.

Government guidelines do not currently recommend the use of face masks outside of clinical or care settings. If a face mask is to be used when sorting donations it must be worn and removed, correctly, changed often, disposed safely and used in combination with good hygiene behaviour.

Steam all clothing thoroughly and wash down donated goods with hard surfaces with standard cleaning products. CRA Corporate members, Propress Steamers, said this: "Steamers should be turned on and tested as part of the preparatory work for the opening." Please see Propress Care and Maintenance Guide for more information.

1.3.5 Driver collection and delivery

Where it is possible, delivery staff should not enter the customer's property and items being delivered or collected shouldn't be physically handed over but left somewhere for the other party to collect. Drivers should be given hand sanitiser to be carried at all times and used after each deliver/collection. They should be encouraged to wash their hands with soap and water for 20 seconds as regularly as possible. When delivery/collection teams are travelling together, good ventilation (i.e. keeping windows open) and facing away from each other may help reduce the risk of transmission. If an option, one person can drive the van and another follows in a car, though this will be based on staff ability to drive, willingness to use their own vehicles and incurring of travel expenses. Vehicles should be cleaned regularly using gloves and standard cleaning products. Consider cleaning the interior and touch points of vehicles and consider having on such vehicles as well as some PPE, wipes and maybe even a temporary hand wash station to include a flask of water, soap, a bowl, paper towels and a bag for waste.

If entering someone's home cannot be avoided, drivers should wash their hands using soap and water for 20 seconds and continue to do so regularly, particularly after blowing their nose, sneezing or coughing. If hand washing facilities aren't available hand sanitiser should be used. Drivers should maintain a minimum of 2 metres distance from the donor/customer where possible. Keep time spent in property short and sanitise any surfaces touched before leaving.

Drivers must not enter a household which is isolating. Ensure a system is in place for customers/donors to notify you if they are in self-isolation. Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.

Examples to reduce the amount of interaction for drivers include:

- Remove the need to sign for deliveries
- If collecting, communicate with donor to manage their expectations about what can be collected at the moment

- Vehicle dividers between two front seats (these would need to be cleaned after each journey)

As much as possible, keep delivery teams working together rather than mixing individuals on different shifts. The inside of lorry cabs should be regularly cleaned, particularly between use by delivery teams. Drivers should use stairs in preference to lifts to reduce crowding and to reduce the number of touch points (like lift buttons). If possible, try to time deliveries at a time when no-one else will be coming to the shop to further reduce crowding.

You may need to consider whether it is feasible to continue to pick up/deliver two person lift items, implementing some of the additional measures list above. Alternatively you may decide only to proceed with one person lift items for the time being. If you decide to only proceed with one person lift items and therefore only one delivery driver – you may need to consider establishing a lone working policy specifically for van drivers.

Consider issuing customers with a statement such as this:

“What precautions are your delivery drivers taking to ensure I don’t get Coronavirus?”

Our drivers are following all Government advice. As such, your driver will call you ahead of arriving at your property to double-check if you’re isolating or not. On arrival, your driver will ensure they keep a 2 metre distance from your door and will ask you to wait in another room whilst they deliver your product. Our drivers will be wearing gloves and are washing their hands regularly.

If a driver asks to wash their hands in your home we would appreciate if you could help them out. There’s currently a nationwide shortage of hand sanitiser but we are working hard to source stock and provide our drivers with this. In the meantime, hand washing is the best advice.

On occasion we do use third party delivery people who have ensured us they are following all Government guidance.

Will you bring the product into my home?

All deliveries will now be made to behind the main entrance of your home. If you have a shared entrance – if you live in an apartment block, for example – this means we’ll bring it into your apartment, not just the front entrance to the building.

The only exceptions to this will be American Fridge Freezers or any cooking products that include an installation service - which we will continue to deliver to the room of your choice.

If you have a recycling collection booked, you’ll need to bring your item to your door ready for us to collect otherwise we won’t be able to remove it.

If you’re self-isolating because of illness or Coronavirus/Covid-19 symptoms, and have booked an installation for a cooking product or American Fridge Freezer, we won’t be able to enter your home to carry out the installation. We will need to leave the item on your doorstep. The cost of your installation will be refunded.

We're taking a sensible approach to the evolving situation with Coronavirus by following all Government advice to make sure we can continue to serve our customers and protect our people. When we deliver, we ask that you distance yourself from our drivers by waiting in another room while they carry out the delivery. This helps to reduce the risk of spreading the virus to others.

As most vans will have stood idle over the lockdown period a full check of the vans should be carried out to make sure everything is working and safe before use.

1.3.6 Rag

Maintain communication with your textile recycler as much as possible. Even though many will be in lockdown some charity members have reported collection bins and van collections were available in some cases. Communicate with your recycler to try and bring them in sync with your reopening plans. As shops open up, the recycler sector will likely be in receipt of a significant level of items. This may result in a reduction in rag price and, potentially, a limit on the amount and the type of items a shop will be able to have taken away as rag. Consider other potential merchants for items such as books and DVDs and, as a last option, identify the waste costs for their disposal.

1.4 Rental and landlords

Obviously inform your landlords that you have reoccupied the premises and will now be carrying out checks as normal.

In many cases our members have been able to obtain favourable consideration from landlords. If you are one of the lucky ones please ensure that you carefully follow what has been agreed with your landlord.

If you have not yet been able to obtain such terms we have published a template letter which can be personalised and sent to landlords to request rent relief/adjustment for the lockdown period. We have had a number of successes from members, but also some landlords who will not engage. We have also been engaged with some joint lobbying with recalcitrant landlords so do contact us for assistance if appropriate.

2. People

2.1 Returning from furlough

Clearly there are a number of legal and commercial considerations applying to the return of staff from furlough, and you are advised to contact your HR department in the first instance to understand the issues associated with bringing staff back. This will include considering how to support staff that are in the extremely vulnerable (shielded) and vulnerable groups. By way of assistance HMRC are running a series of Webinars which aim to support businesses and employers dealing with the economic impact of COVID-19 – including furloughed workers, scheme eligibility, how to calculate a claim and more. Book on to the Webinars [here](#).

Consider a survey or telephone contact of staff and/or volunteers to gauge the likelihood of them returning to work immediately, or at all.

Hopefully this checklist may be of some assistance:

Organise national minimum wage increase for furloughed staff (if you didn't apply increase in April pay already)	
Ensure that bereavement counselling is included in any return to work training that is provided	
Create a recall from furlough schedule	
HR produce recall letters for staff and send out	
Inform redeployed staff (and their current line managers) of shop opening and move back into shops (notice period to work in new role)	
Unfurlough shop teams and agree notice period	
Confirm which staff will be back for shop opening	
If people can't return to work due to schools/nurseries not being open, what is charity policy on this?	
Produce a motivational video for shop managers and volunteers	
Create a wellbeing information pack for staff including where to find support for practical, emotional and financial matters	
Openly discuss any risks and concerns about social distancing – eg the potential for dissent or aggression from customers	
Prepare guidelines for line managers to support staff returning from furlough	
Once open – get Area Retail Managers to visit shop with the first week or two to see how staff/volunteers are coping and if new measures are working	
Confirm with HR employees who have not returned from furlough (sickness, AWOL) and set up an action plan for dealing with non-returners	
HR and Area Managers to identify staff who need extra support during first weeks back and put this support in place	
Consider using the COVID app if that comes in to play	

2.2 Re-engaging with volunteers and staff

2.2.1 Bringing staff together for the opening

You may wish to bring all your shop staff together, via video conferencing, to share your vision for the shop reopening and planned successes for the next few months. This could be a nice way of motivating them and making them feel part of the wider shop strategy.

Consider providing a detailed overview of what has happened whilst they have been away, the twists and turns of the changing landscape and the decisions that were taken with reasons. A huge emphasis should be to assure people that they will be returning to a safe working environment. It will also be helpful to re-iterate that these are highly unusual times and that any new processes and procedures might need to be altered or adjusted once experience has been gained as to how they work, and that staff and volunteers should feel free to feed back any concerns or ideas for improvement given specific circumstances.

Obviously any face-to-face meetings will need to follow social distancing guidelines carefully.

2.2.2 Thanking volunteers during Volunteers' Week

CRA are producing a media pack and guidance for celebrating Volunteers' Week (1 – 7 June) and thanking your volunteers, even if the shops are still closed. It will contain information about suggested activities throughout the week, as well as ideas for producing short thank you videos and other social media content. This should be available from Wednesday 20 May.

2.2.3 Further considerations for volunteers

Another helpful checklist:

Volunteer return newsletter prepared	
Return to volunteer letters sent out	
Speak to volunteers to understand who is available to return	
Volunteers contacted by phone to check on well-being and maintain contact	
Prepare a mini refresher induction for volunteers including a wellbeing check	
After first couple of weeks – understand and review the changes in volunteering levels in shops and the effect on the business	

2.3 Morale and mental health

As mentioned under the assumptions section it is expected that shops will reopen before the coronavirus outbreak is fully controlled. This may result in increased stress for staff, volunteers and especially anyone still in isolation. The CRA has funded access for our members to acquire expertly curated wellbeing resources via the retailTRUST's self-help website, myrtwellbeing.org.uk. The site includes a wealth of digital resources to support the emotional, physical, vocational and financial wellbeing needs of you and your retail colleagues.

This member benefit brings wellbeing resources within easy reach of those that need it. Content is updated and added to regularly and profiles are personalised to the preferred content of the user. Use is confidential and designed to be discreet for those seeking guidance and support. To find out more and set-up access please visit our website: <https://www.charityretail.org.uk/supporting-your-wellbeing/>

When faced with challenging circumstances it can sometimes be difficult to know how best to support ourselves and in turn help others. Below are some additional resources that you may find useful and informative.

A number of organisations have put together short guides on how to look after your mental health during this uncertain time. There are many recurring themes, the common tips include:

- setting up a routine and sticking to it
- staying connected with loved ones online and digitally
- limit your news and social media intake
- keep moving and eating well.

For further information, contact:

- BBC - Coronavirus: How to protect your mental health
- Mind – Coronavirus and your wellbeing
- Samaritans - worried about your mental health during coronavirus?
- And two important organisations well known for their assistance in this area:
 - Mind
 - Samaritans or call on 116 123

2.4 Keeping people safe

2.4.1 COVID risk management

We have produced a comprehensive risk management guide on keeping staff, volunteers and customers safe from COVID-19. This document is to be found in Appendix 1. Please use it to guide your own risk assessments when deciding what to do and how to keep your shops as safe as possible. Similarly to this document it is categorised by mandatory steps, steps advised by CRA, and items for you to think about.

We would suggest a daily routine of asking staff and volunteers about their welfare and ensuring that they are not exhibiting symptoms of COVID-19 or anything else.

2.4.2 PPE

As noted in the risk management document referenced above, the government requirements on Personal Protection Equipment are not definitive at this point. However, in anticipation, you could consider sourcing the following:

- Tape/Floor stickers
- Disposable gloves
- Hand sanitiser – with stand
- Perspex till shield

We have assembled a directory of potential suppliers of such equipment and this will be kept regularly up to date.

Whilst not currently required by the Government, consider allowing staff and volunteers to wear masks and other PPE if they wish to do so. You may wish to assemble PPE packs in advance if you have decided to use them so that they are available immediately to staff and volunteers when they arrive.

2.5 Recruiting additional volunteers

Once you know which shops are able to reopen, how many staff the shop will have and the number of volunteers you think will return, you need to compare this to how many people you need in the shop to run it successfully and see if you need to recruit for more volunteers at this time.

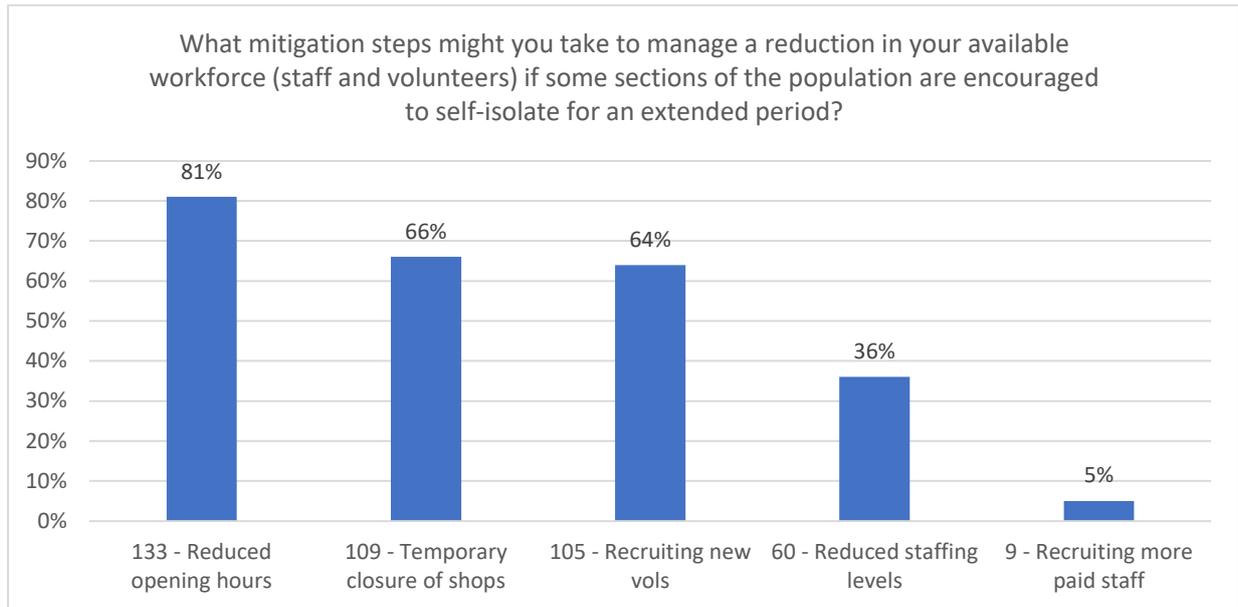
NB: It is important to note that social distancing measures may limit how many people you can have in the shop at any one time, or how many volunteers you need for each shift for the first few weeks the shop is open, so please refer back to specific social distancing guidance in this resource before undertaking any volunteer recruitment activity.

If you do decide to undertake volunteer recruitment activities pre-shop opening and in the first few weeks of the shops being reopen, here are some things you may wish to consider:

- Identify your recruitment needs – do you need specific voluntary roles, or volunteers on specific days.
- Create a volunteer role description for each specific role you're recruiting for e.g. one role description for a social media volunteer and another for a volunteer van driver.
- Where will you promote this volunteering opportunity?
 - Shop based advertising, such as an A board outside the shop or a poster in the shop window, flyers for customers to take
 - Word of mouth advertising through customers, donors and existing volunteers – do they know someone who would like to volunteer?
 - Speak to your local volunteer centre about advertising the role, promoting your charity and any other opportunities they might have
 - Engage the local community by speaking to local community groups, putting flyers up in local spaces (such as libraries, supermarket boards etc.)
 - Make contact with the local newspaper – they will often advertise volunteer roles for free. Can you write about the benefits of volunteer for the paper as an advertorial piece?

- Reach out to schools, universities and colleges to see if their students would benefit from volunteering (perhaps as part of a Duke of Edinburgh scheme or work experience)
- Post your advert online – through your own charity’s social media channels, on volunteering websites like Do-it.org, Indeed or Gumtree
- Contact your local Job Centre Plus to explore offering volunteering roles to the job seekers they are supporting
- Make sure everyone in the shop knows you’re recruiting for volunteers and can talk to any potential applicants, or know of any specific resources to hand them.
- Once you’ve received interest from a potential volunteer, it is best practice to set-up an informal discussion with them. This could be over the telephone or you could invite them into the shop for a chat.
- Set aside time to develop questions to ask during the informal discussion and make a note of their answers. This is so you can be consistent with each potential volunteer you see. Here are some questions you could ask them:
 - Why would you like to give your time to our charity?
 - What are you hoping to get out of volunteering?
 - What skills do you have that you can bring to our volunteer team?
 - Tell me about any previous retail or volunteering experience you’ve had
 - Tell me about your hobbies and interests
 - What is your availability volunteer?
 - Where did you hear about volunteering in our shop?
 - Is there anything we can do to support you in your volunteering?
- After the discussion, thank them for coming in to meet you (or talk on the phone) and tell them you’ll be in touch, and give a time frame. It is important to let every potential volunteer know either way and follow up with each one after their informal chat.
- You may want to offer the potential volunteer a taster session volunteering in the shop and should arrange a suitable time and date to do this.
- If you feel they would be a suitable volunteer, offer them the volunteering role! Well done, now don’t forget to consider the induction phase, including checking references and providing them with training.

If after all that you aren’t able to recruit enough volunteers, you might like to consider mitigation. At a recent meeting the following question was asked:



3. Operational and marketing

3.1 Maintaining donations flow

Once shops reopen, you will need to ensure they maintain a steady stream of donations.

From the experience of charity members, common recommendations would be:

- Partnerships with private retailers, schools, hotels, and other organisations in the local community.
- Using social media to both request donations and promote what has already been received (e.g. ‘best of donations’).
- Adapt the shop floor to display the types of items you would like donated
- Make calls for specific donations.

Be mindful that any campaigns for stock, such as donation vans in a supermarket car park, must conform to government guidelines on social distancing.

Depending on your sequence of opening some shops may not have enough season-appropriate stock so this may be something to take into consideration.

The CRA has numerous resources on sorting and pricing donated items to get the maximum value from what your shop receives. These can be found on our Guidance page under ‘Sale of goods’ [here](#) and on the donated item pricing tips [here](#).

3.2 Marketing

It will be extremely important to let people know that your shops are reopening in as many ways as possible. Social media is a quick, cost effective and highly successful method of sharing the good news. Ensure all of your channels reflect the same messages and contain the same information.

Keep the messaging positive and engaging, try to use imagery (an attractive shop front/window display, community spirit, etc) which will catch the eye. Aim to build up the anticipation over a few days, and make it exciting. Consider adopting a theme or event to lead with – e.g ‘Everything British’ celebrating how united we are as a kingdom, or ‘Thank you Keyworkers’, celebrating and giving thanks to those who have helped during the crisis. It could consist of small efforts in the shop, such as a themed window display or all the staff wearing rainbow colours.

Ensure that your website and Google are updated with shop opening hours, as this will likely be people’s first port of call to find this information. Write to local newspapers/magazines/radio stations and share the good news – their audiences will be eagerly awaiting news of local reopenings.

You could make posters to put in the window which state the date of the reopening, and include instructions for those who would like to donate (avoiding leaving donations outside, bring them to a specified location at a particular time/date, etc).

Here you will find a poster which you can customise for display on shop doors/windows to help with Social Distancing.

3.3 CRA Find a Shop database

At a time when online searching has become the norm, keeping your shops' information updated on our highly-ranked "[Find a shop](#)" page is essential for donors, volunteers and customers. Give your shops the attention they deserve by sending us any updates you might have (e.g. relocations, type of shop, phone number, opening hours, etc.). We would like to make your shops more visible online, help you attract more donors, customers and volunteers and consequently enable you to raise more money for your cause. Please send your updates to Irina at irina@charityretail.org.uk.

3.4 E-commerce

Many of our members have kept their operations going during the lockdown phase, and we would expect that online operations generally will be the first to resume once restrictions are eased.

We are currently underway on an exciting project to bring you an 'E-Commerce' pack. It will consist of useful 'how to' guides on all the most popular ways of selling online. It will contain hints and tips for photography, and explain the rationale for shifting towards E-Commerce, especially in light of the current situation. The pack will be available in the next few weeks, we will announce its publication date in due course.

APPENDIX ONE

Risk areas in relation to the coronavirus pandemic

We would expect all our members to be producing a risk assessment prior to reopening their shops. To assist with this, this document sets out areas of risk that relate to retail operations and the coronavirus pandemic. Alongside each risk area this document sets out actions that you can take to mitigate that risk. The potential mitigations are in three categories and colour coded as follows:

- Red items are those that we consider **mandatory**, ie legally required or mentioned in government guidance.
- Amber items are those that are not legally mandated, but are **strongly recommended** by the CRA board (which consists largely of highly experienced charity retailers).
- Green items are those that we recommend you consider against the requirements of your own businesses

If you use this document to produce your own risk assessments in relation to the pandemic you should consider:

- Whether alterations might need to be made for specific shops.
- How you will ensure that all staff and volunteers have read and understood the risk assessment. An idea shared by a member is that a retailer could implement their own permit system which could be used to authorise the reopening of each shop.
- How you will ensure that risk assessments are updated in the light of any new government advice that should be forthcoming

Important notes

1. This document should be read in conjunction with legislation, guidance and advice issued by the Government, local authorities and other relevant bodies.
2. This document is intended to provide ideas for members in conducting their own risk assessments.
3. This document is not intended to be legally or technically comprehensive and the Charity Retail Association cannot be held responsible for any errors or omissions, factual or otherwise, arising from reliance on it.
4. This document is not a substitute for independent professional and/or legal advice.
5. This document will be subject to regular change as the situation develops.

Area of Risk	Actions to take to mitigate risk	Notes
Volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).	<p>Volunteers in the extremely vulnerable (shielded) group should be supported in staying at home as per the Government guidelines.</p> <p>Organisations must be especially careful and take extra steps for anyone in their workforce who is in a vulnerable group.</p>	<p>See appendix 2 and 3 for a description of who is in the extremely vulnerable group and the vulnerable group.</p> <p>Any details about a volunteer's medical condition must be kept confidential, unless the</p>

<p>Volunteers who are classed as being in the vulnerable group which includes but is not limited to those over 70, pregnant women and people with a wide range of underlying health conditions.</p>	<p>Volunteers in the vulnerable group could be asked to consider not volunteering until Government advice changes.</p>	<p>employee agrees it can be shared.</p> <p>Government advice in this area is likely to change on a regular basis.</p> <p>Further information: https://www.acas.org.uk/coronavirus/vulnerable-people-and-high-risk</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p>
<p>Staff who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).</p> <p>Staff who are classed as being in the vulnerable group which includes but is not limited to those over 70, pregnant women and people with a wide range of underlying health conditions.</p>	<p>Staff in the extremely vulnerable group should be supported in staying at home as per the Government guidelines.</p> <p>Organisations must be especially careful and take extra steps for anyone in their workforce who is in a vulnerable group.</p> <p>Hold individual discussions with affected staff members in the vulnerable group to consider the most appropriate course of action for them.</p>	<p>See appendix 1 and 2 for description of who is in the extremely vulnerable group and the vulnerable group.</p> <p>Any details about an employee’s medical condition must be kept confidential, unless the employee says it can be shared.</p> <p>Government advice in this area is likely to change on a regular basis.</p> <p>Further information: https://www.acas.org.uk/coronavirus/vulnerable-people-and-high-risk</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>https://www.gov.uk/government/publications/covid-19-</p>

		guidance-on-social-distancing-and-for-vulnerable-people
<p>Virus transmission among people in shop</p>	<p>Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms.</p> <p>If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government’s guidance.</p> <p>Current Government advice for retail stores currently includes the following:</p> <ul style="list-style-type: none"> • To protect staff, volunteers and customers, you should manage entry into the shop, only allowing a limited number of people into your shop at any given time. • You should put up signage to ask customers with symptoms not to enter the shop, and to remind both staff and customers to always keep 2 metres from other people, wherever possible. • You should regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time. • If feasible, you should also put up plexiglass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly. You should still advise staff to keep 2 metres apart as much as possible. 	<p>Further information: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</p>

	<p>Assess the maximum number of customers that can be in shop at any one time based on shop size and layout so that the 2 metre social distancing can be observed with staff and volunteers working to regulate entry into shops. If you use staff to undertake “guarding activity” to manage this process you should consider whether they should be security cleared through the Security Industry Authority. For more details see: https://www.sia.homeoffice.gov.uk/Pages/licensing-activities.aspx</p> <p>Providing clear signage and markings inside and outside of shops to support social distancing measures in place.</p> <p>Review the layout of shops to ensure aisles/walkways are as clear as possible to support 2m social distancing and considering what changes would be possible to support social distancing.</p> <p>Have a process in place on what to do if a staff member or volunteer has a confirmed case of coronavirus. This might include notifying a senior member of the organization, temporary closure and a deep clean and should include following any advice provided by Public Health England in particular around self-isolation for other staff and volunteers.</p> <p>Make regular announcements to remind people to follow social distancing advice.</p> <p>Increasing ventilation where possible (such as opening a window).</p> <p>Consider one-way systems around shops where practical supporting by signage.</p> <p>Consider keeping changing rooms closed in order to preserve social distancing and ease cleaning</p>	
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	<p>requirements. If this is not possible, you must take steps to ensure social distancing is maintained. NB if you close changing rooms you should ensure that your refund policy allows exchanges if clothes do not fit. Returns should be physically handled in the same way as if they were donations.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>Reducing the number of staff and volunteers present in-store at any one time to make social distancing easier.</p> <p>Consider dividing staff and volunteers into A and B teams to reduce the likelihood of all staff/volunteers working in a particular shop being required to self-isolate.</p> <p>Provide staff and volunteers with hand sanitiser.</p> <p>Make hand sanitiser/ disinfectant wipes etc available for customer use.</p> <p>Consider restocking when shop is closed to reduce congestion on the shop floor.</p> <p>Whilst not currently required by the Government, consider allowing staff and volunteers to wear masks and other PPE if they wish to do so.</p> <p>Consider using disposable pens for Gift Aid sign up and other written requirements. Alternatively the use of tablets could be considered.</p> <p>CRA has produced some posters to help with social distancing advice: they can be found at: https://www.charityretail.org.uk/members/wp-content/uploads/sites/3/2020/05/Customer-Numbers-signs.pdf.</p>	
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	<p>Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another</p>	
<p>Virus transmission whilst handling stock/donations</p>	<p>As a precautionary measure, you should wait 72 hours before sorting newly donated stock. Alternatively, where this is not possible you should seek to process newly donated stock last.</p> <p>Mandate hand washing before and after sorting stock and the avoidance of people touching their faces whilst handling stock.</p> <p>Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use.</p> <p>Steaming all clothing thoroughly.</p> <p>Wash down donated goods with hard surfaces with standard cleaning products.</p> <p>Enabling contactless drop offs of donations to reduce person to person interaction.</p>	<p>Government advice is that while it is not yet clear at what point there is no risk from virus transmission via surfaces “studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.”</p> <p>In March 2020, the Chief Medical Officer stated that that the virus is “probably largely gone by 48 hours and almost completely gone by 72 hours, on a hard surface”. It is believed that the virus survives for a shorter time period on soft surfaces.</p>
<p>Deliveries and collections</p>	<p>Delivery teams must not enter the home of someone who is in self isolation. A mechanism should be in place for customers/ donors to notify you if they are in self isolation.</p> <p>Drivers should always be given hand-sanitiser to be carried and used after each delivery.</p> <p>If possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.</p> <p>Drivers should feel comfortable to refuse to complete collection/delivery if the</p>	<p>In relation to the construction sector, the Government advise that you should plan work to minimise contact between workers and avoid skin-to-skin and face-to-face contact. Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible.</p>

	<p>customer/donor appears unwell or it doesn't seem safe to proceed.</p> <p>Where more than one person is required to deliver an item you should consider whether the delivery is necessary and if so what steps you can take to minimise the risks of transmission of the virus between people working in close proximity of each other.</p>	
<p>Virus transmission from surfaces</p>	<p>Staff and volunteers to wash hands regularly during the day</p> <p>Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly.</p> <p>Providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.</p> <p>Encouraging staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</p> <p>Encouraging the use of contactless payment methods</p> <p>Dry hands with paper hand towels, kitchen towel or electric dryer where possible.</p> <p>Removing tea towels and reusable towels or other drying cloths that are used by multiple people.</p>	
<p>Risk of transmission during meetings and shop visits</p>	<p>Ensure social distancing when meeting in person</p>	

	Setting shop staff up on zoom conferencing (or similar) to reduce the number of meeting and shop visits by field staff.	
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APPENDIX TWO

Extremely Vulnerable (Shielded Group)

Clinically extremely vulnerable people may include the following people. Disease severity, history or treatment levels will also affect who is in the group.

1. Solid organ transplant recipients.
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as Severe combined immunodeficiency (SCID), homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable.

APPENDIX THREE

Vulnerable group

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
- chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
- chronic heart disease, such as [heart failure](#)
- [chronic kidney disease](#)
- chronic liver disease, such as [hepatitis](#)
- chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
- [diabetes](#)
- problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant